

Exhibit 53

Message

From: Janik, Chester [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=804690BC476E4569AAC3AFA11E29D356-JANIK, CHET]
Sent: 10/20/2021 11:15:53 AM
To: Grey, Michael [MGrey@geico.com]
Subject: September Score card

Mike, here is your September score card. You failed three cases on audit, due to listing the SS numbers, # 2865340, 2868035 and 2879310. You did a good job on raising up the Activity number from last month of 89 to 159, which helped. YTD your rating is a 4.40

Coverage

TIP (hours) 15% 5.00
Closed Cases/Productivity 40% 1.76
Inv. Activities 15% 3.07
File Quality 30% 1.92
Overall 2.49

ICA Hours

Enter Result Here --> 2.7
Rating --> 5.00

1 20.1
2 20.09
3 15
4 10
5 5

Coverage Prod

Enter Result Here --> 21.9
Rating --> 1.76

1 28.99
2 29
3 33
4 37
5 41

Coverage Activities

Enter Result Here --> 159
Rating --> 3.07

1 114.99
2 115
3 156
4 197
5 238

Quality

Enter Result Here --> 83

Rating --> 1.92

1	90.3
2	90.31
3	93.2
4	97.8
5	100



Chet Janik / SIU Supervisor

Region 2 / SIU

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Sensitivity: General/Internal